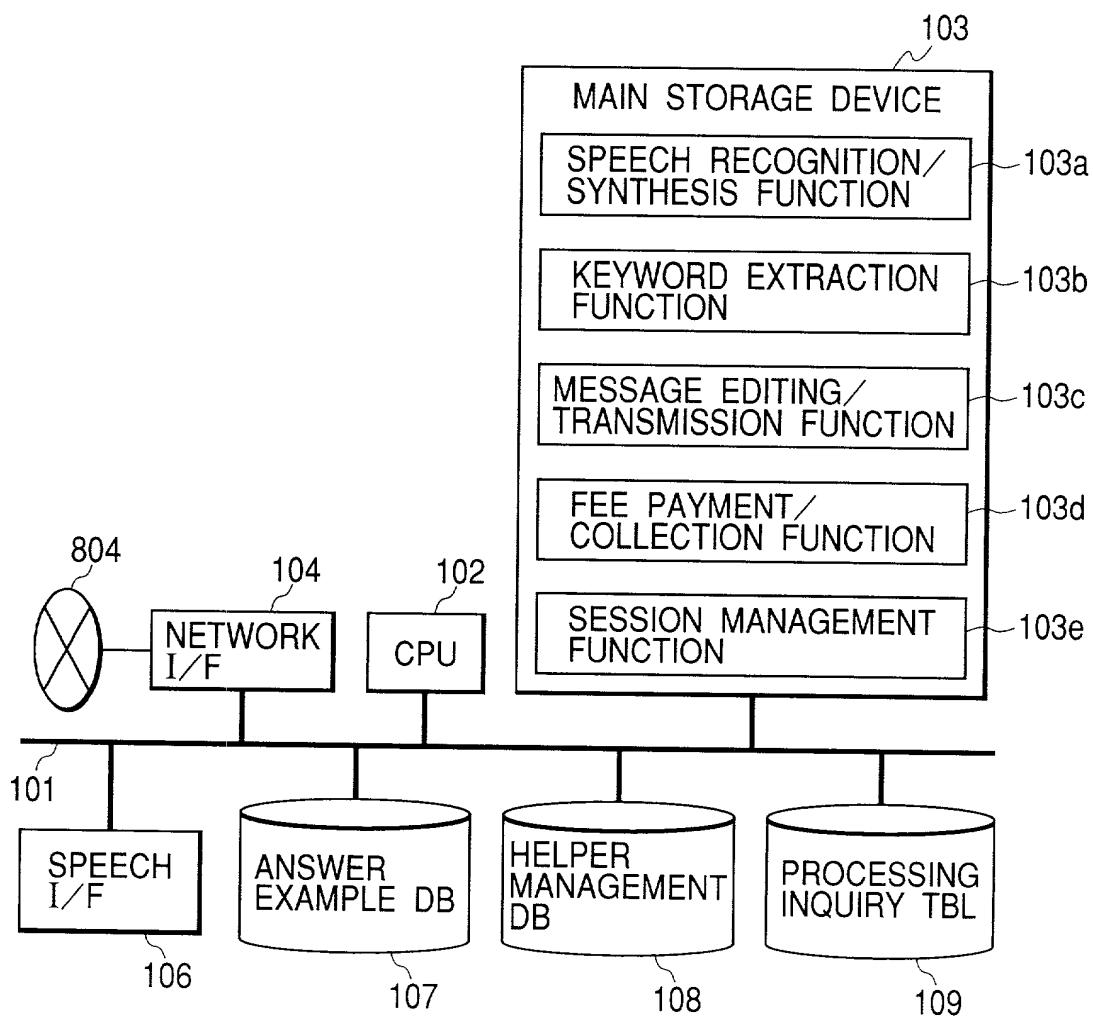
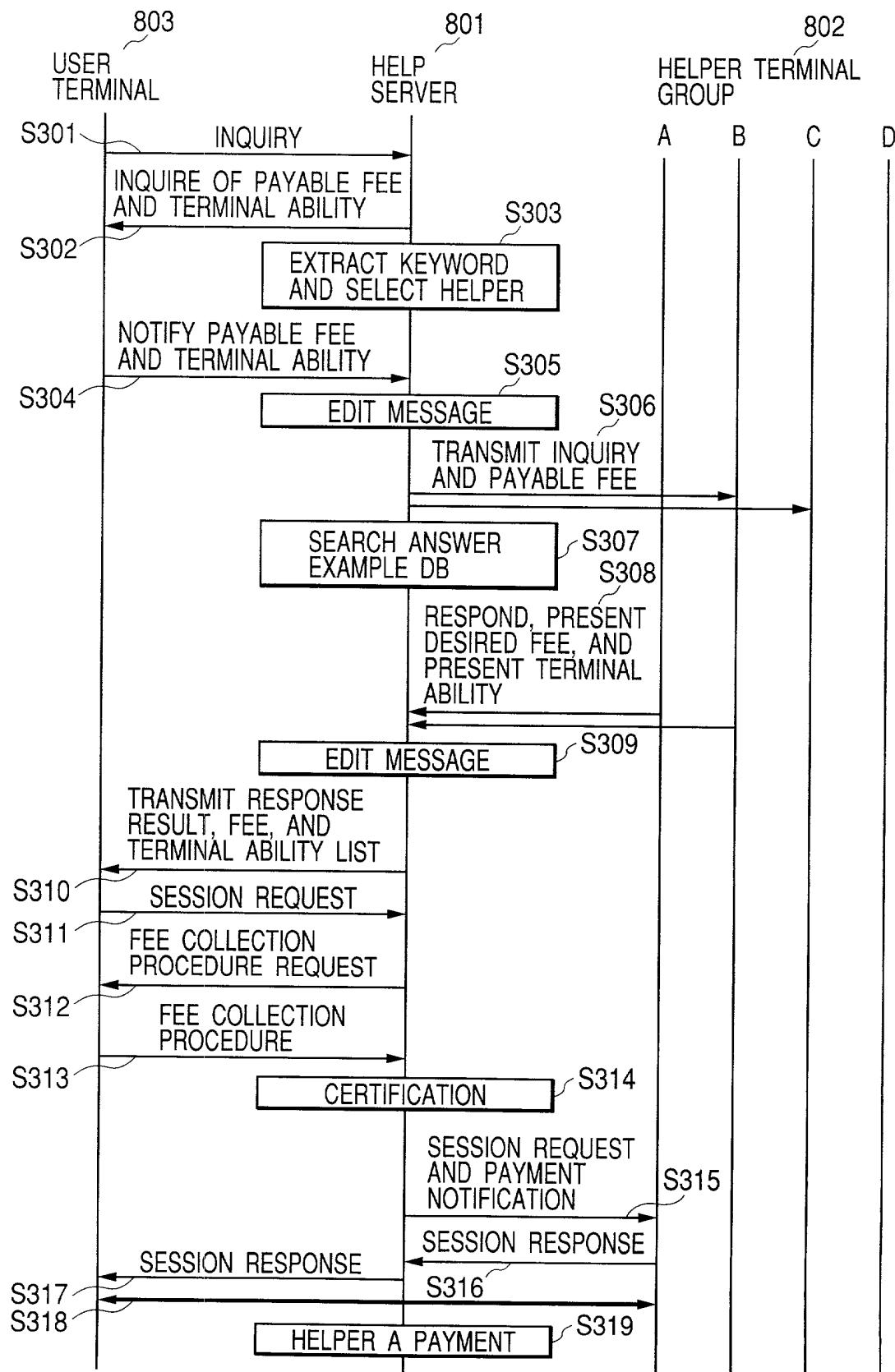


**FIG. 1**

**FIG. 2**

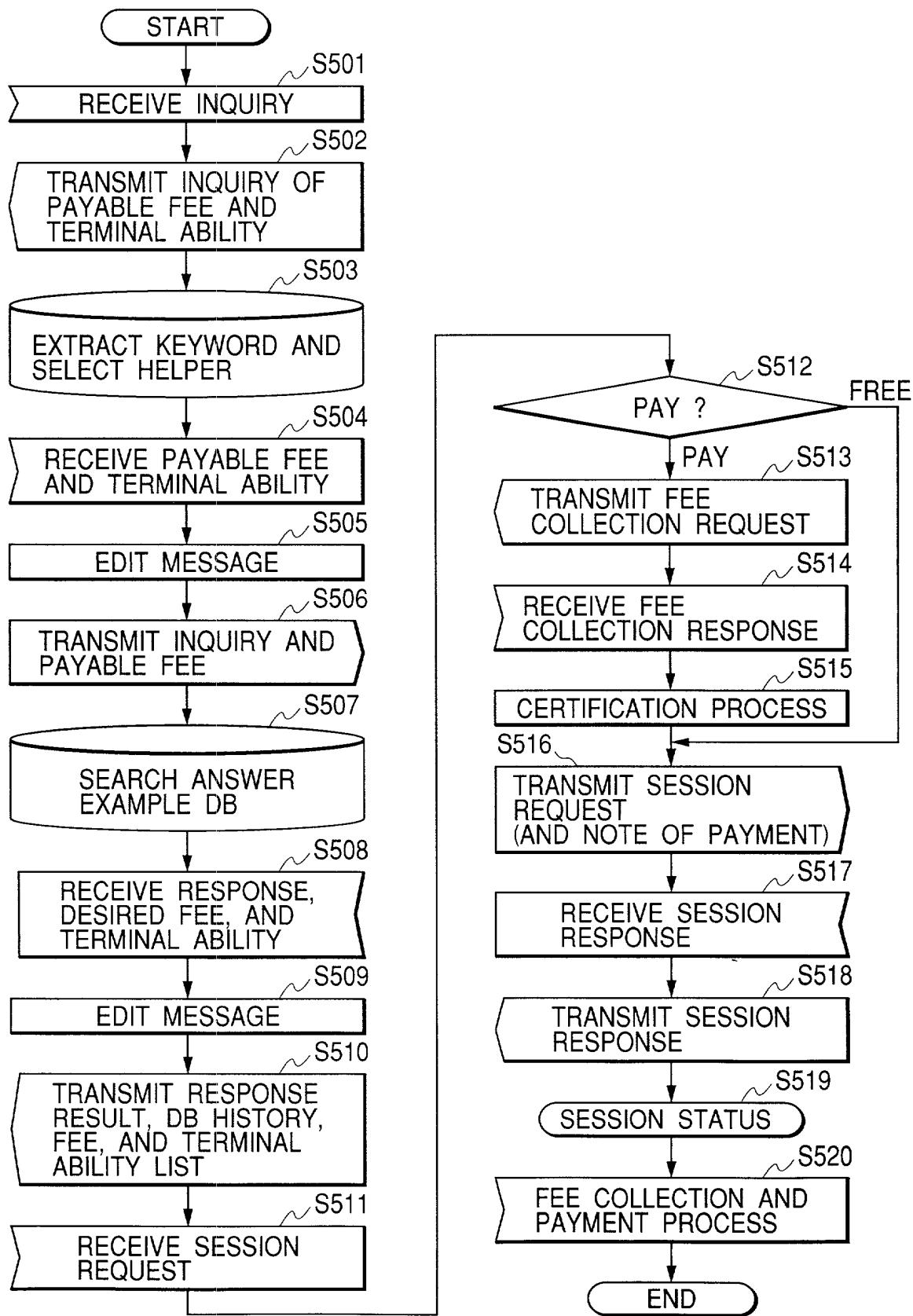
HN	KEYWORD	ACCESS INFORMATION	TRANSMISSION METHOD
0001	C LANGUAGE PERSONAL COMPUTER HTML :	PHONE NUMBER MAIL ADDRESS URL :	PAGER
0002	LODGMENT TRAVEL AGENCY :	PHONE NUMBER MAIL ADDRESS URL	MAIL
0003	ITALY SHIBUYA HOT SPRING :	PHONE NUMBER	PHONE

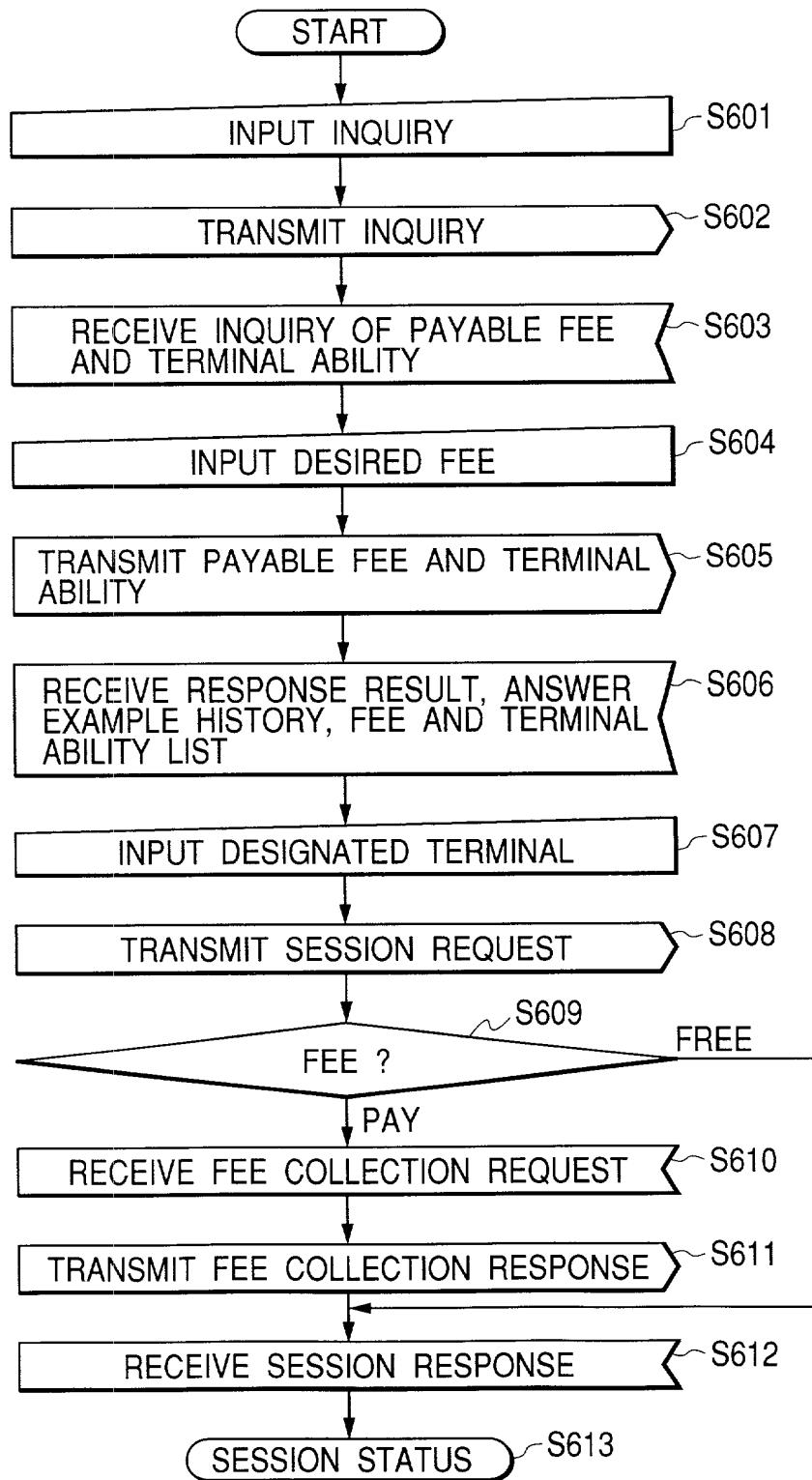
**FIG. 3**

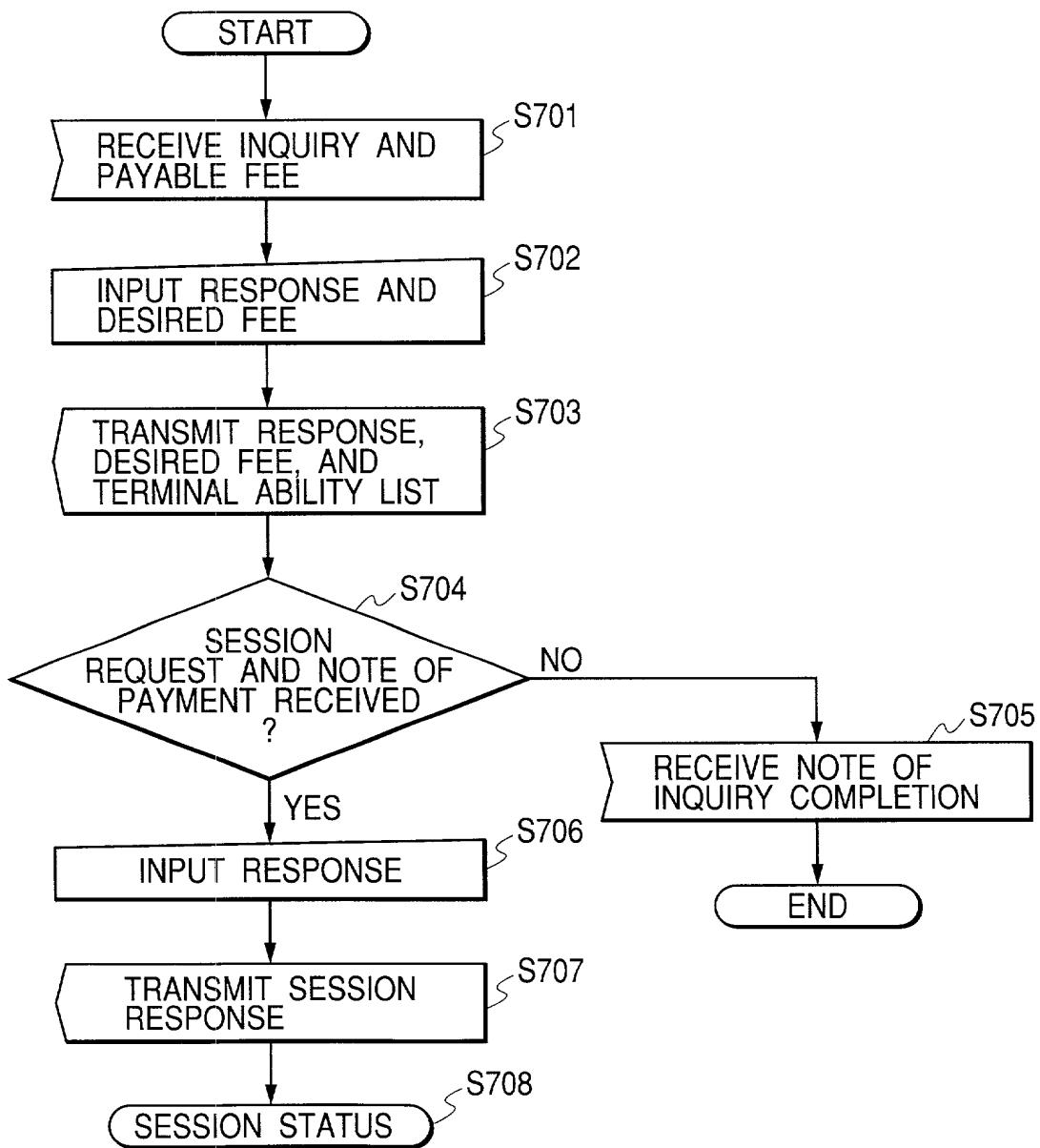
***FIG. 4***

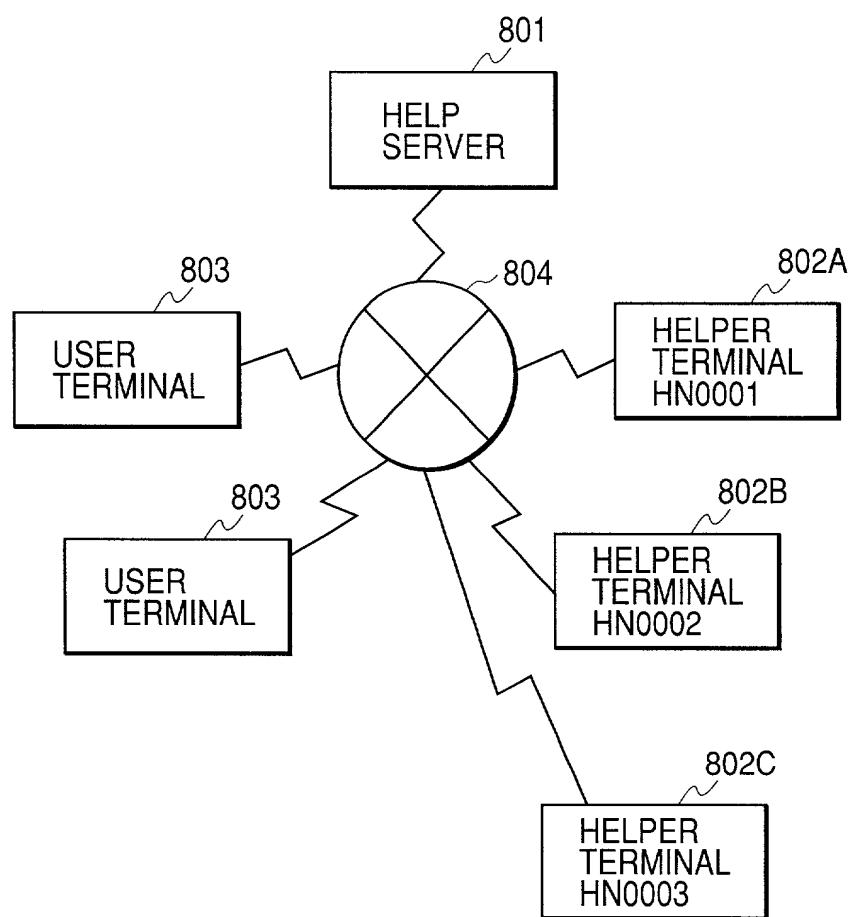
CHK	MESSAGE	COMMUNICATION ABILITY OF HELPER TERMINAL	FEE
401	<input type="checkbox"/> VARIOUS HOTEL INFORMATION IS PROVIDED. PHOTO IS ALSO PROVIDED. BY TV PHONE	TV PHONE VOICE PHONE E-MAIL	¥ 300
402	<input type="checkbox"/> I WENT LAST WEEK	VOICE PHONE	FREE
403	<input type="checkbox"/> HISTORY (2000-03-30)	E-MAIL	FREE

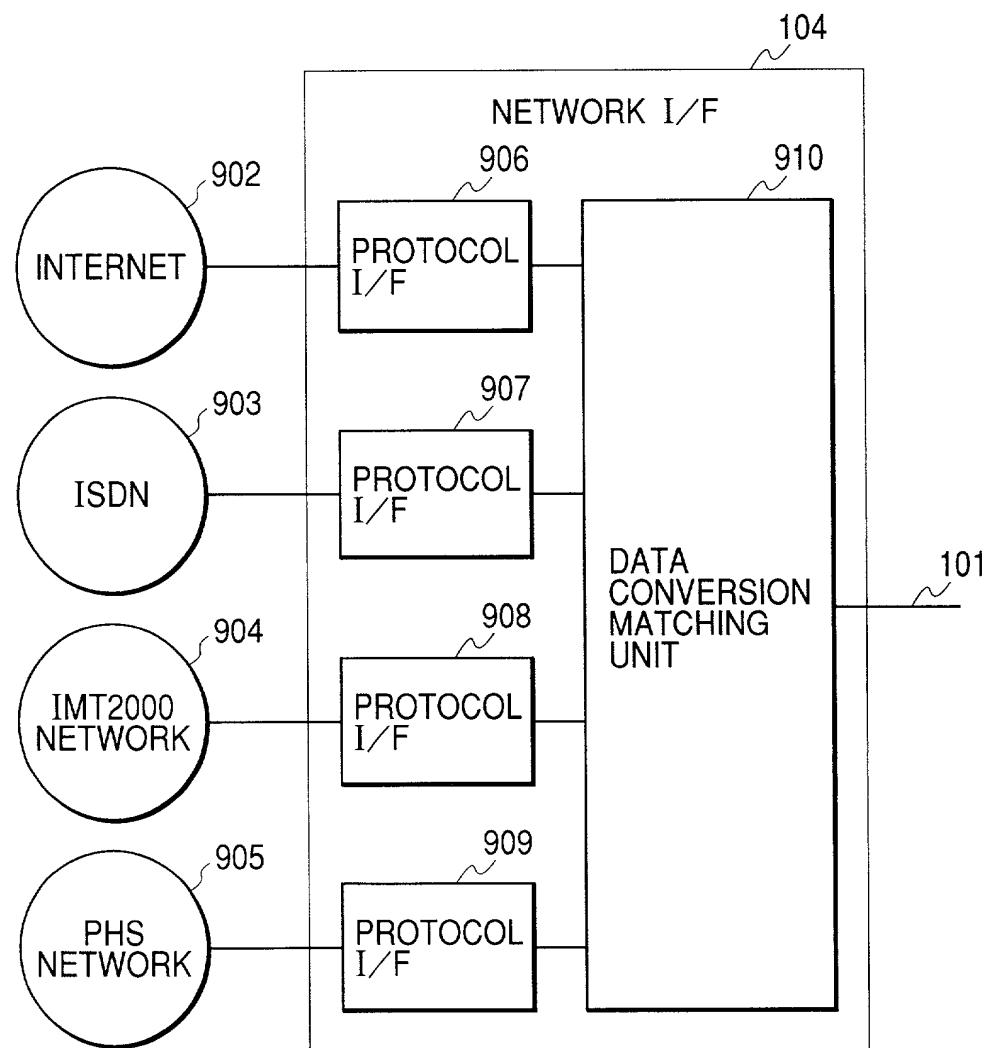
FIG. 5



***FIG. 6***

**FIG. 7**

*FIG. 8*

**FIG. 9**

***FIG. 10***

QN	USER NUMBER	USER COMMUNICATION ABILITY	INQUIRY CONTENTS	OBJECT HELPER NUMBER	ANSWER/COMMUNICATION ABILITY FEE
0001	0123	VOICE PHONE TV PHONE E-MAIL	I WANT TO KNOW MANY ABOUT HOTEL IN ROME	0002	... TV PHONE VOICE PHONE E-MAIL
				0003	... VOICE PHONE
				ANSWER EXAMPLE 01	... E-MAIL
0002	5432	TV PHONE VOICE PHONE	SOUND FROM PERSONAL COMPUTER IS NOT DISABLED	0001	... VOICE PHONE
				0005	... TV PHONE
				ANSWER EXAMPLE 67	... E-MAIL